

MAINTENANCE/WINDOW WASHING TECHNICIAN JOB DESCRIPTION

Job Title: Maintenance /WW Technician

Reports To: CEO and Management/WW/Maintenance Supervisor

Summary: Our Technicians are critical members of our team. They're responsible for keeping our homes in the top-notch condition that our high-end clients have come to expect

- Giving clients exceptional service (friendliness and responsiveness are huge!)
- Managing work orders, time and people
- Completing hands-on, technical, maintenance/window washing projects

PRIMARY RESPONSIBILITIES AND DUTIES:

- Warm, friendly, service-oriented personality
- 1 or more years of maintenance, construction or related experience — high-end, estate management experience preferred
- High-energy: this is a busy and hands-on job!
- Self-motivated, hard-working, advancement-oriented
- Ability to work some weekends when needed
- Basic computer skills – MS Word, Internet, MS Excel
- Valid driver's license
- A competitive spirit: we're the best of the best and want a superior team!
- Excellent time management skills (attention to job location scheduling and job details)
- Attention to Detail (no rags left, clean van, inventory in order, etc.)
- Be available to work & knowledgeable of maintenance operations.
- 100% WW policy compliance

SUPERVISORY RESPONSIBILITIES: This position is not a supervisory role. This individual is expected to behave in a professional manner at all times and will be responsible for mentoring new staff members when necessary.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. A self-starter who will work under own initiative to identify and resolve problems is necessary for this position.

EDUCATION and/or EXPERIENCE: B.S education degree; or five years related experience and/or training; or equivalent combination of education and experience. Completion of the required training classes when applicable. Attendance is mandatory for all prescribed classes set by the Owner.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using

whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS: This position requires vast knowledge of the following programs: Word, Excel, Outlook, PowerPoint, Internet explorer, web search and similar applications.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must have the ability to safely remove a 24' and 32' ladder from company vehicle and be able to move around client property safely. Know how to set and use extension ladder and step ladder.

While performing the duties of this job, the employee is regularly required to stand; use hands to handle or feel; reach with hands and arms; talk or hear; and taste or smell. The employee frequently is required to walk. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a typical office, client home environment and outdoors.

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.